

# PRIVACY AND FREEDOM OF INFORMATION POLICY

ERGT Australia is committed to the protection of personal privacy. ERGT Australia will ensure individuals are aware of their right to apply for access to records affecting them in accordance with the Privacy Act 1988 and the Freedom of Information Act 1982. This policy sets out how and why ERGT Australia collects, holds, uses and discloses personal information and the steps involved for individuals to obtain or inspect personal information kept on record.

This policy may be updated from time to time. The current version will be available on the ERGT Australia website or via the contact information below. By using the ERGT Australia website or by providing any personal information to ERGT Australia you consent to the collection, use and disclosure of your personal information as set out within this policy. You do not have to provide us with any personal information, however if you do not do so we may not be able to provide you with the training or services requested.

## Types of personal information collected

ERGT Australia will collect personal information such as;

- name(s), addresses(s), phone number(s), electronic address(es) and other contact details
- emergency contact/Next of Kin details
- payment information such as bank or credit card details
- student identification details (e.g., Unique Student Identifier)
- current and previous education and employment history
- language and literacy levels and abilities

Depending on the training requested ERGT will also collect sensitive information such as;

- health and medical information and physical abilities
- information about racial or ethnic origin or religion
- information related to health and safety, workplace investigations or workplace environment

## How personal information is collected

Personal information is collected directly from individuals;

- through the ERGT Australia website
- in the course of providing requested training or services

Personal information is also collected indirectly through;

- our corporate clients requesting training services on behalf of their employees
- third party service providers and organisations including market research organisations engaged by ERGT

## **Why personal information is collected, used and disclosed**

Personal information is collected for the following purposes or the purpose disclosed at the time of collection if not listed below;

- to establish and maintain a relationship and answer enquiries
- to provide training and services requested
- to send relevant documentation, notifications and reminders related to training and services requested
- to uniquely identify training records
- to provide proof of attendance and training outcomes
- to demonstrate medical fitness to undertake training
- to establish learner support requirements
- to fulfil government learner data collection requirements (AVETMISS)

Personal information will not be used for any other purpose without first seeking your consent, or where authorised or required by law.

Personal information may be disclosed to third parties who approve ERGT Australia to provide certified training or work with ERGT Australia to provide, promote or improve our products and services such as;

- national regulators (such as the Australian Skills Quality Authority ASQA)
- accreditation bodies dependent on the courses requested (OPITO, Australian Maritime Safety Authority, Australian Petroleum Production and Exploration Association, Texas A&M Engineering Extension Service)
- third party service providers such as auditors, banks, professional advisers, training management database providers
- marketing consultants, promotion companies and website hosts

## **Direct Marketing**

Personal information may also be used and disclosed to send direct marketing from ERGT Australia, or third parties who provide services to us.

You may opt out of receiving this direct marketing through the unsubscribe function that will be made available or by contacting ERGT Australia directly.

## **How personal information is stored and protected**

Personal information is stored in a combination of computer storage facilities and paper based records and is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

Reasonable measures are taken to destroy or permanently deidentify personal information when no longer needed.

The internet is not a secure method of transmitting information. ERGT Australia uses and contracts third parties which use SSL encryption to protect transmission of personal information however ERGT Australia does not accept responsibility for the security of information sent to or received by us over the internet or for any unauthorised access or use of that information.

## **Sending personal information overseas**

Depending on the training and services requested, ERGT Australia will disclose some of your personal information, for the purposes described above, to other organisations located in the United Kingdom and Malaysia (OPITO) and the United States (TEEX). ERGT Australia does not require organisations to which we disclose personal information in those countries to comply with Australian privacy laws and accordingly your information may not receive the same protections that it would in Australia. By providing your personal information to us, you consent to our disclosure of your personal information to organisations in those countries (where relevant or necessary) even though it may not receive the same protections that it would in Australia. You may request us not to transfer your personal information to the countries listed above, but if you do so we may not be able to provide the training services or certification you have requested.

## **How to access your personal information**

ERGT Australia will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the *Privacy Act 1988* applies. Individuals should be advised that ERGT Australia may charge a nominal administration fee.

Before giving access to documents, proof of identity must be obtained.

The individual's application for access to personal information has to:

- be in writing;
- give enough details to enable the requested documents to be identified;
- provide an address and a contact telephone number; and
- be lodged at the local ERGT Australia office and forwarded to the Managing Director

ERGT cannot provide the following documents:

- information about another person
- medical, psychiatric or psychological records (other than those actually supplied by you)
- information provided by other third parties

ERGT Australia will, within three (3) working days, provide you with access to your personal records. If for some reason copies of documents cannot be made and sent to you, we will discuss and arrange how and where the material can be viewed.

If it is determined that information cannot be provided, you will be advised within three (3) working days.

The file of the individual will be notated with details of the documents to which access was provided and the date and time of such access along with the name of the officer dealing with the query.

Individuals can apply, in writing, to ERGT Australia for correction or amendment of any documents containing their personal information. Individuals must give as much information as possible to show how or why the records are inaccurate, incomplete, out of date or misleading.

If ERGT Australia decides to amend the information, either the file is updated or a further note is added to the file. Applications will be processed within five (5) working days of receipt of request.

ERGT Australia will provide individuals with the decision, reasons, and the right of review if they are unsatisfied within ten (10) working days of receipt.

## **How to contact us or make a complaint**

If you have any questions about this Privacy Policy, if you wish to update information, we hold about you or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact:

The General Manager Commercial, email: [info@erqt.com.au](mailto:info@erqt.com.au), Tel: 1300 3748 28

We will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations.

The Managing Director of ERGT Australia shall ensure this policy is implemented and regularly reviewed for relevance and effectiveness.



**Shane Addis**

Managing Director